

Insites

Our Values: Accountability • Innovation • Respect



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IT Solutions at
Rogers Street
CCC Unit
- Accessibility
Planning
Making the New
PRHC Barrier-free
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Insites

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Your opinion, comments and input are important to us.

Do you have suggestions for topics we can cover?

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Making the Rounds:

IT & Patient Care at PRHC

Happy New Year. Welcome to the second issue of the new *Insites*, PRHC's community news magazine. Judging by your enthusiastic response, December's inaugural issue was a great success. Thank you to everyone who took a moment to share their thoughts with us. Readers from across the hospital, the local community, and even at other health care organizations around the province told us that this is a publication of which we can be proud. We appreciate your feedback and input. So please, keep it up!

For this month's cover feature, we're happy to feature PRHC's Rogers Street Site and the positive impact Information Technology is having on quality of care in the Complex Continuing Care Unit. This story is part of our commitment to "make the rounds" with *Insites* and provide an in-depth look at all areas of hospital care and service — at all locations.

Technology — given its position as one of our five strategic directions, and its critical role in the new hospital — is, along with patient care, top of mind at PRHC. At first glance, Complex Continuing Care and IT might appear to be strange bedfellows. The first, warm and nurturing, while the second seems

colder and more impersonal. That discrepancy is what attracted our interest. We wanted to find out what happens when IT touches areas of the hospital where you least expect it. And what did we find?

In *Keeping Track* — IT Solutions in Complex Continuing Care, we look at the role a tool known as RUGs is playing in helping staff assess, monitor and measure the needs of a vulnerable patient group at the hospital. Thanks to everyone at the CCC unit for their warm welcome and candor. We were delighted to witness such excellent care in progress. We hope you will be too.

In this month's feature:



Left to right: Rhonda Watson, RPN and patient Garry Julien.

Coming in the March issue:

A focus on teaching at PRHC

On the cover: Lisa Corkery, Recreationist and patient Garry Julien.

Our People

New and Familiar Faces at PRHC



Familiar

Dave Shiels, Housekeeping Attendant

How long have you worked at PRHC?

More than 25 years. I started working here in 1980.

What do you do?

I'm a Housekeeping Attendant in the Rogers Street Site OR.

What do you like about your job and working at PRHC?

I'm really enjoying working in the OR. My job is always changing and the staff are really skilled and supportive. I do miss everyone over at the Hospital Drive site though.

What did you do before coming here?

I'd only been back from out west for about two weeks before I took this job. I'd been living for a year and a half out in Calgary.

What do you like to do when you're not working?

In the warmer months, I play as much golf as I can. I play in a Wednesday night league in Norwood with some co-workers from PRHC.

New

Karen Legros, MRT

How long have you worked at PRHC?

I began my position in early November 2005.

What do you do?

I'm a Medical Radiation Technologist.

What do you like about your job and working at PRHC?

I like the pace. There's always something new and different to do and learn. My colleagues have also been really welcoming and helpful as I adjust.

What did you do before coming here?

I recently graduated from Mohawk College's 3-year Medical Radiation Program. After I finished, I stayed in Hamilton for a while and worked in the X-ray departments of three clinics before making the move to Peterborough.

What do you like to do when you're not working?

I'm into music so I like to play the violin and piano. I also enjoy photography and spending time outdoors in the summer camping and canoeing.



In Brief

Benefits Reminder

Just a reminder that PRHC has a new benefit carrier called Industrial Alliance. Welcome packages containing benefit cards and customer service contact information were sent out in December. All claim submissions should now be sent directly to Industrial Alliance, even if the service was completed prior to January 1, 2006. If you have any questions, please contact Human Resources at ext. 3716.

Healthy Habits Help Keep You Well

Occupational Health Services reminds us that healthy habits can provide protection against getting or spreading germs at work or home. Simple actions can stop germs and prevent illnesses.

Remember:

- Wash your hands often.
- Avoid touching your eyes, nose or mouth.
- Cover your mouth and nose when you sneeze or cough.
- Practice other good health habits. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.
- Stay home when you are sick and report to your manager and Occupational Health Services.
- Be alert for any persons presenting with a Febrile Respiratory Illness (FRI).

Our Strategic Plan

In 2005, PRHC developed a new Strategic Plan outlining our mission, vision, values and five strategic directions.

Insites is pleased to bring you a monthly look at our Strategic Plan in action.

Our Strategic Directions

New Hospital Transition Plan

- Prepare for the transition to the new hospital through maintenance of the existing sites and securing sufficient resources, human and financial, to realize capital and operating plans.
- Assume occupancy of the new hospital.

Enhancing the Quality of Care

- Implement and measure quantitatively and qualitatively improvements in care and service delivery.

Realizing a Positive Workplace Culture

- Implement and measure quantitatively and qualitatively initiatives that will increase staff, volunteer and physician satisfaction.
- Maximize communication and alignment with corporate vision, mission, values and goals across the organization.

Leveraging Technology

- Implement technology to realize the core elements of an electronic health record.
- Implement technology to improve business processes thereby increasing quality and reducing cost.

Building Partnerships

- Establish partnerships that will improve the quality of care or service, enhance our reputation or reduce operating costs.
- Nurture a supportive relationship with our communities.

In Action



New Hospital

New Move Team Member Announced

The final pieces of the new hospital move planning puzzle are quickly falling into place. The Move Planning Team recently announced that longtime hospital employee Lisa Corkery (who, coincidentally, is featured on this month's cover) will soon take on the role of New Hospital Clinical Move Coordinator.



Lisa Corkery, New Hospital Clinical Move Coordinator

Currently a recreationist at the Rogers Street Site, Lisa's new position will focus on coordinating move planning in patient care areas.

"We're really excited to welcome Lisa to the team," says Tom Holden, VP of Planning. "Not only does she bring strong organizational and clinical skills to the table, she has a keen ability to engage people and encourage them to work together."

Lisa joins Tom Holden, Cobb Snidal, Jane Bremner, Sharon Mindle, Loree Stephens, and Charity Madill in their efforts to ensure a smooth and successful transition to the new PRHC.



Quality of Care

Chiefs Committed to Quality of Care

A new initiative of the Medical Advisory Committee will see PRHC department chiefs renew their ongoing commitment to quality of care. Over the coming year, each of the hospital's 11 chiefs will personally champion individual quality of care projects that are relevant to both the department and the staff's areas of interest. At the end of the year, outcomes will be measured, discussed and shared.

The plan relies on each member's personal dedication to the best possible care and service delivery across the hospital. According to Dr. Peter McLaughlin, Chief of Staff and Committee Chair, it is a natural extension of the commitment physicians personally give to their patients on an individual basis.

"What we're talking about goes beyond that to all patients in all departments," says Dr. McLaughlin. "It's an opportunity to get together and measure the effect each project is having system-wide."



Dr. Peter McLaughlin, Chief of Staff.



Positive Workplace Culture

Christmas Event Honours Volunteers



Standing left to right: Gloria Cook, Joan Arnold, Josie Barrie, Rita Tunnicliffe and Lee Weiss. Kneeling left to right: Josie McCutcheon and Sue Robertson.

PRHC volunteers and staff celebrated the holiday season together at a special Christmas Fashion Show and Volunteer Luncheon held November 30th at Westdale United Church. Hosted by the Volunteer Partnership Council, the festivities were a tribute to the hospital's many essential volunteers.

Guests were treated to a wonderfully diverse and delicious potluck lunch followed by a Christmas fashion show. Strutting their stuff on the catwalk, PRHC staff and volunteers modeled festive fashions courtesy of Mark's Work Warehouse. Many volunteers also demonstrated the spirit of Christmas, bringing contributions for the children and parents of three families "adopted" by the Volunteers earlier in the season.

Special thanks for all their efforts go out to the members of the event planning committee and Volunteer Partnership Council including Floyd Arnold, Joan Arnold, Josie Barrie, Gloria Cook, Josie McCutcheon, Rita Tunnicliffe and Lee Weiss.



Leveraging Technology

Computer Knowledge Survey

They asked and staff answered. Circulated in September, a Computer Knowledge Survey posed questions designed to determine computer knowledge levels across the hospital. Now that the results have been tabulated, those busy folks down in Information Services are formulating plans for how best to bring computer-based services to PRHC's employees.

Based on the responses provided, Information Services has begun to identify the best way to deliver computer-based employee learning and provide staff with electronic access to information.

The department's future steps include small focus groups that will address staff attitudes to technological changes. Potential solutions like new ways of training and communicating are also being sought to ensure smooth technology transitions down the road. For a more thorough analysis, contact Nancy Kunzel at ext. 3108.

PRHC Intranet Arrives

It's here. PRHC's own Intranet is ready and waiting to provide staff with a brand new way to share information. User-friendly and efficient, this internal web site is going to revolutionize how hospital employees communicate and collaborate with each other.

Post an announcement, access up to date policy and procedure manuals, or learn on-line. The opportunities are endless. Watch for more information from Information Services on this exciting new tool in the weeks ahead.



Building Partnerships

Pandemic Planning in Action

The potential for an influenza pandemic to overwhelm a hospital is very real. So it is reassuring to know that PRHC is proactively participating in an inter-agency pandemic planning initiative whose mandate is to work towards minimizing disruption of services and deaths in the event of an outbreak.

Margaret Jay, Coordinator of Infection Control and Colleen Petersen, Manager of Employee and Patient Safety are working with representatives of the City, County, and Peterborough County-City Health Unit. Their goal is to make sure that in the event of any emergency, a formalized plan is already in place. Business continuity issues such as staffing shortages are being addressed. Shared communication plans will provide consistent messaging. Community planning sessions are helping essential service agencies identify and address their own pandemic planning issues.



Left to right: Peterborough County-City Health Unit representative Edwina Gracias and Margaret Jay.

By working together, the partnership is building important relationships and helping ensure pandemic plans are in place.

People & Talk



Left to right: Jane Parr (showing off her new red shoes) and Jayne White join members of the Board of Directors, senior team and directors to deliver cookies and eggnog to departments throughout the hospital.

The Feeling Is Mutual

Celebrating the holiday season in style, Lynda Chilibeck, Pharmacy Manager, and Patti Boucher, Pharmacy Coordinator, gave their staff a different treat for each of the Twelve Days of Christmas in thanks for their hard work all year. The staff now wishes to send a big thank you right back at Lynda and Patti for making them feel so appreciated.

Putting Patients First

The Palliative Care Unit wishes to acknowledge the “patients come first” attitude displayed by everyone who helped out during their recent troubles with pain pumps.

A big thank you goes out to Ann Hoy and the Acute Pain Management Service, Charge Nurse Evelyn Sutton and all the nurses on the Palliative Care Unit, Pharmacy, the physicians and patients for their support during this difficult time.

Mental Health Inservice Back With Spring Series

In case you missed it last fall, Mental Health Services has lined up another great series of education sessions that will run until the end of April. Sessions are open to both hospital and community staff and are held in the Nicholls Multi-purpose Room every Friday from 9:00 am -10:00 am. Upcoming topics include treatment of eating disorders and utilizing art in therapy. For more information, call Mental Health Services at ext. 5002.

United Way Campaign Exceeds Last Year's Totals



Left to right: Lynda Chilibeck and Gary Rabjohn present Bill Astell and Len Lifchus of the United Way with a cheque for the proceeds of this year's campaign, a whopping \$51,716.85.

Kudos & Congrats

It seems that so many PRHC employees have distinguished both themselves and the hospital of late, there was barely room to acknowledge them all.

Congratulations go out to:

- Vera Milne, Angie Dulmage, Ann Marie Carter, Debbie Martin and Lori Ferguson for passing their Centennial College Recovery Room course with flying colours.
- Jennifer Murdock for her work in reviewing the RNAO Best Practice Guideline on Managing Hypertension.
- Digital Imaging co-op student Shannon Fajt for becoming Crestwood Secondary School's Co-op Student of the Month.
- Sarah Dunlop, RN for being chosen to lead a project to implement the “Safer Healthcare Now” recommendations for PRHC's Improved Care for Acute MI project.



Outpatient rehab staff pose after co-winning this year's Holiday Decorating Challenge with 2 West. Front row, left to right: Fred Kooy, Krista Saunders, Brenda Gervais. Back row, left to right: Lynda Sutherland, Karen Seymour, Ken Hoard, Randy Woods, Richard Haight and Cathy Mitchell.

- Rhonda Holland of the Diabetes Clinic, and Carolee Awde Sadler, Pharmacist, PRHC's November and December MVPs. Thank you for your commitment to PRHC values and patient-centred care.

Goodbyes

Fond farewells go out to retirees Linda Gowanlock from Maternal Child, Cheryl Lawson from Oncology, and Dianne Liss from the Foundation. Goodbye and best wishes for a happy retirement.

Well done everyone and keep up the great work!

Oh What Fun It Was To Sing

Left to right: Gary Rabjohn, Launi Merrett and Karen Stillman help the "Holden Harmonics" usher in the holiday with a giggle at this year's HDS Christmas party by telling everyone what they could do "if they had a million dollars."



Our Patients In Conversation

Jan Graham

Jan Graham works in health care so she's well aware of the challenges facing hospitals today. She says that's what made her experience as a patient at PRHC all the more amazing.



An OT/PT Rehab Assistant at Five Counties Children's Centre, Jan was admitted to PRHC for abdominal surgery in March of 2005.

After five days as a patient on 4-West, Jan and her family couldn't have been more impressed with the level of care she received. "The staff at the hospital were incredible from start to finish," says Jan. "Everyone was so kind and compassionate. We really felt they were in our corner."

As this was Jan's first major surgery, she was understandably apprehensive when the big day arrived. "Working with children, I understand the importance of reassurance when it comes to things that are scary," says Jan. "I particularly remember being soothed and talked to in the recovery room. It made all the difference knowing that I was being taken care of."

Patients say thanks...

"I appreciate my physicians for their kindness and devotion to duty. The peace of mind they give when everything around you is so foreign and scary – and they take the time to explain. Grateful always!"

IT Solutions in Complex Continuing Care Keeping Track

Left to right: Majja Tuohimaa, RN and Dale Huycke, RN



When Garry Julien first came to PRHC's Complex Continuing Care unit as a patient, it would be safe to say that he was something of a shrinking violet. Shy and self-conscious about his tracheotomy tube, Garry hardly spoke. His interest in interacting with anyone was limited. Due to his restricted mobility, he needed help with most activities and almost never left his room. In fact, he rarely wanted to leave his bed.

Flash forward one year later. The changes in Garry are astounding. Hardly a day goes by when he's not engaged in one activity or another. With the help of a walker and a new pair of special shoes, Garry is standing and walking. He mingles with visitors and patients, goes shopping, does his own banking, and loves to yell bingo as loud as he is able.

What has brought about Garry's incredible transformation? Of course a great deal of the credit goes to the excellent care provided by the staff and volunteers who make up the Complex



Left to right: Gloria Gibson, Volunteer and patient Garry Julien.

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Continuing Care team. Yet there's another, less obvious influence at work in this peaceful unit. Perhaps surprisingly, that influence is Information Technology.

Naturally, IT plays an important role in areas such as surgery, ICU and the emergency room. In the Complex Continuing Care unit, the atmosphere may feel more like a long-term care home than a bustling, modern hospital, but it's still the only place you'll currently find a particular piece of technology at PRHC.

For some time now, Complex Continuing Care has used an IT solution known as Resource Utilization Groups or RUGs.

Mandated for all Complex Continuing Care units across the province, RUGs is a quality of care tool used to measure and assess the quality and amount of care each patient requires. The system provides an opportunity to apply best practices on a day by day basis through the team's nursing care plans.

Upon admission, patients are continuously assessed over a two week period. All members of the team use a comprehensive questionnaire designed to gather as much information about the patient's needs, abilities and risk areas as possible. Questions cover the entire spectrum of care from the patient's ability to sit, walk, eat or

go to the bathroom by themselves. It looks at whether they have dentures, need glasses or are at risk for isolation, falls or bed sores.

The data is then entered into the system where it is collated, prioritized and tracked. Patients continue to be assessed on a quarterly basis or whenever a significant change has been noted. Ultimately, the team is able to produce and implement highly individualized nursing care plans that best suit the patient.

Cyndi Gilmer, the director responsible for Complex Continuing Care, feels the ability to take something as concrete as individual patient data and use

Cover Story

"What Garry is really coming to understand is that he is now capable. He doesn't need us to do everything for him," says Corkery. "We've been able to get him to this point and that's why RUGs is so critical."



Standing left to right: Majja Tuohimaa, RN; Karen Seymour, PT; Joni Wilson, CCC Manager; Dr. Paul Leger, Hospitalist; Lisa Corkery, Recreationist; Sharon Clinton, Dietician; and Kathy Wilson, RN. Sitting left to right: Dale Huycke, RN; Anne Harris, PT Placement Student; Sandra Smit, PT/OT Assistant; and Suzanne Hurtubise, Social Worker. Absent: June Campsell, Speech Language Pathologist; and Sandra Trudell, OT.

computer technology to translate it into excellent bedside nursing care is terrific. "Nursing care plans have always been rather cumbersome for the nurse at the bedside to develop," says Gilmer. "This tool helps to bridge the gap between research/best practice/evidence and real world nursing care."

In Garry's case, Recreationist Lisa Corkery believes the technology has played a vital role in the successes he has achieved since his arrival last January. "When he first came to us, Garry was pretty isolated and wasn't able to walk," says Corkery. "Because we work as a multi-disciplinary team, we were able to share our individual assessments and build on individual

therapies every time Garry improved. From there the positive results just seemed to multiply."

Like anything new, it took some time for the staff to realize the system's full potential. "At first it was a challenge because it was unfamiliar," says Rhonda Watson, RPN. "Now that I can see the level of care that can be achieved with it, I think it is a great tool for the whole team."

PRHC's CEO Paul Darby agrees that this kind of tool is as important to the staff as it is to the patient. "Although the majority of our investment in new technology assists staff in providing our patients with the most effective

and appropriate care," says Darby, "we are also trying to take advantage of technology in order to assure our staff have the kinds of tools that will help them do their job to the best of their ability."

Not only an invaluable tool for care plan development, RUGs is an extremely effective way to review overall quality of care. "It helps us to develop programs and assess the ways we give care to our patients," says Hospitalist Dr. Paul Leger. "By reviewing the data we collect, we're able to measure patient outcomes and apply our findings to best practice policy development for the whole unit."

Garry for one is pleased with the positive turn his fortunes have taken. "Now I like to keep busy," he says. "I don't want to stay in bed anymore."

His pal Gloria Gibson, a devoted PRHC volunteer, can't believe the difference in Garry. "He's gone great guns," she says. "Last week he asked me to take him shopping so he could buy a new TV/DVD player for his room!"

"What Garry is really coming to understand is that he is now capable. He doesn't need us to do everything for him," says Corkery. "We've been able to get him to this point and that's why RUGs is so critical. Each one of us knows what every patient on this floor needs and we work together as a team to bring them the best possible care."

New Hospital News

Breaking down barriers to health care – *Insites* looks at what's being done to ensure that the new PRHC is accessible to all.

Considering that one in five Canadians have a disability, the need to identify, prevent, and remove potential barriers in a new hospital is critically important. So it should come as no surprise that accessibility planning for the new PRHC once again took centre stage at a recent meeting of the Accessibility Planning Group.

Made up of eight staff from across the organization, the Accessibility Planning Group is charged with attempting to ensure that PRHC is accessible to everyone. "PRHC is required to publish an annual Accessibility Plan under the Accessibility for Ontarians with Disabilities Act (AODA)," says Susan Redhead, Chair. "The changes we recommend help make sure that all of our patients, staff and visitors have full access to our services and facilities."

In the past, the Accessibility Working Group's efforts have focused primarily on issues identified within the current facility. However, following a consultation with Tom Holden in December, their focus shifted to include the new hospital as well. Bringing them up to date on accessibility plans for the new hospital, Holden answered questions and provided assurances that the new hospital has been designed with accessibility in mind.

"Ensuring accessibility has been an integral part of our planning process for the new hospital from the start," says Holden. "Thanks to the input we've been given along the way, we can be confident that we have been able to meet and in some cases exceed the building code for people with special needs."

Strategies intended to assist people with physical disabilities include things like wheelchair accessible sinks and counters in key patient areas such as Admitting. Public TTIs for people with hearing loss will be located in both the main entrance and emergency area. As all areas will be accessible by elevator and no entrance exceeds a 2% grade, no ramps are needed.

But the new PRHC's increased accessibility plan involves more than helping people with physical disabilities. It addresses potential barriers faced by seniors as well as individuals with mental, emotional or developmental disabilities. Lighting was selected after consultations on the best choices and placement for aging eyesight. In order to ensure that people will be able to see, understand and follow signage, a wayfinding master plan has been developed and user-friendly terms have been tested.

With many more decisions to be made, consultations with the Accessibility Working Group will certainly continue. Future discussions are planned for colour and design choices as well as barrier-free furniture for the hospital's public spaces.

Susan Redhead is proud of the efforts the Accessibility Working Group is making on behalf of individuals with special needs. "It is an important part of our commitment to the community," says Redhead. "It just makes sense as we strive to achieve our goal as the place to be for care and career."



The Accessibility Working Group: Standing left to right: David Burns and Roann McQueen. Sitting left to right: Susan Redhead, Jane Bremner, Lisa Corkery and Maureen Condon. Absent: Cheryl Runke and Andrea Waldie.

Putting the Right Tools in the Right Hands



Nancy Kunzel, Systems Analyst at PRHC and donor to the Peterborough Regional Health Centre Foundation.

By pooling gifts to the Foundation from thousands of donors, we are able to purchase urgently needed medical equipment that, in the hands of our talented professionals, helps to restore health, ease pain and save lives. **Every donation really does make a difference.**

One of the many ways to support your hospital is through payroll deductions to the Foundation. We spoke with Nancy Kunzel, Systems Analyst in the Information Systems department at PRHC to find out why she is a donor. Here's what she had to say:

Q: Why do you support the PRHC Foundation?

A: I want to make a contribution toward a healthier community. There are so many ways to define a healthy community. It is more than the people, it's also the technological infrastructure that supports it. You can't have one without the other.

Q: Do you support the Foundation because you are a PRHC employee?

A: I support PRHC through the Foundation as a member of the community, not just because I work here. I feel that I have a responsibility as a member of this community to contribute to build a first class health care facility for the good of our community.

Q: How do your gifts to the hospital make you feel?

A: I think of my donation as a trusted contribution. By that I mean that I feel the funds are going towards PRHC and they are used wisely to create positive healthy outcomes for our community.

Q: What do you believe are the perceptions of the Foundation with PRHC employees?

A: I think that employees see the Foundation as providing financial support for PRHC. We know that donor contributions are being used to purchase needed equipment. The medical staff can see new equipment purchases coming into their departments and can see the advantages of that equipment.

Q: What prompted you to make your first donation?

A: I made my first contribution five years ago towards the new hospital. I wanted to make a difference and know that I'm helping to build the new facility.

Q: You made your first donation and now you still contribute. Why?

A: I use payroll deduction. It makes it easy and it has a positive difference in the community.

"I want to make a contribution toward a healthier community."

Q: As a mother of two teenagers, have you had to use PRHC for health care?

A: My son loves sports and my daughter is also very active. As a result we've had to use PRHC. The care we've received has been professional and compassionate. They were very responsive to our needs. As a mother, it was very reassuring.



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If you're interested in learning more about the PRHC Foundation or if you would like to sign up for payroll deducted donations, please stop by the Foundation office on the 2nd floor in the Hub at HDS – we'd love to see you.

1 Hospital Drive, Peterborough, ON K9J 7C6
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www.prhc.on.ca/foundation

The Foundation inspires our communities to donate funds for urgent equipment and facility needs to advance patient care at the Peterborough Regional Health Centre.